

JOB DESCRIPTION

Job Title	Senior Manager, LBS Corporate 100		
Reports to	Director, Corporate Community		
Department	Executive Education		
Job Family	Relationship	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Executive Education department designs and delivers an extensive portfolio of blended open enrolment programmes and custom programmes in online, in person and hybrid formats for ambitious corporations who are transforming their business and investing in their people. Annually, over 10,000 participants attend executive programmes that are taught by many of the world's leading business thinkers. The Executive Education department generates a significant proportion of London Business School's revenues and is central to the School's strategy.

As part of the department's growth plans, Executive Education are launching a new corporate community, LBS Corporate 100. This community will bring together 100 of the world's most influential organisations through a membership model providing access to a wide range of LBS services, events and thought leadership, curated by the members.

Job Purpose

The Senior Manager, LBS Corporate 100, will play an integral part in engaging, nurturing and managing prospects and members of LBS Corporate 100. The role is responsible for managing the relationships with the community members, ensuring world-leading levels of client service, adding value and creating a stronger engagement with community, Executive Education and the school.

This includes the onboarding of all members to LBS Corporate 100, scheduling all of the community activities and leading quarterly client meetings, annual reviews and the renewals process.

Given the multiple corporates making up LBS Corporate 100, the role holder will bring excellent client facing experience, project management and agility, to support the successful launch and ongoing success of the new community.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management

- Build and develop lasting relationships with current and prospective corporate community clients and stakeholders to meet revenue/engagement targets, renewals and establish other long-term opportunities.
- Work with community members and stakeholders to develop solutions that best meet their needs and exceed their expectations through quarterly meetings and annual reviews.
 - Create, develop and ensure relevant materials and resources are used to target client or stakeholder needs, and to further develop current or prospective relationships.
- Work collaboratively across Executive Education and School departments to build stronger relationships with colleagues and corporations.
- Investigate and assess complex issues raised by community members or stakeholders and employ established techniques to resolve the issue and maintain/ improve relationships.
- Drive a world-class service for the LBS corporate community, regularly reviewing quality to ensure service meets clients and/or stakeholder needs, and alignment with London Business School goals.

Analysis and Reporting

- Use systems and data to track sales/conversion/engagement levels and use this information to make decisions regarding current and planned initiatives.
- Identify trends with prospective or current community members, provide insight and suggest action to develop the School's relationships.
- Liaise across the team to prepare reports to inform review, planning and decision-making.
- Management feedback processes for community members, surveys and qualitative insight to assess and improve quality.

Communications

- With the Director, create and manage community member communications, updates and logistical communications.
- Develop and deliver presentations to prospective and current community members.

Project Management

- Plan and deliver a range of LBS Corporate 100 activities, act as an expert resource or lead a work stream on more complex aspects of the community, to ensure delivery against activity time, cost and quality standards.

Recruitment

- Support the engagement and conversion of a strong network of organisations who are aligned to the communities' strategic objectives and values, to ensure achievement of recruitment/sales/engagement targets.

Product/Proposition/Technical Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective community solutions are proposed.
- Develop deep understanding of London Business School and competitor offering and use this knowledge to inform innovative and high-impact solutions and proposals for the community.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party supplier/contractors against agreed service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate and develop relationships.
- Build a network of stakeholders across the School to facilitate improved communication and maintain knowledge of opportunities with clients and stakeholders across the School.

Financial Management

- Contribute to the development of relevant budgets to ensure value for money and cost control.

Commercial

- Support the development of community member contracts and agreements to secure the best possible commercial outcome for the School.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs:

- Development of relationships with current and/or prospective clients and stakeholders.
- Revenue and/or engagement/ satisfaction/revenue targets met or exceeded.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Community activities delivered on time, on budget and to quality standards.
- Support and contribute to successful recruitment of community members.
- Contribution to innovation within own area.
- Strong cross-team working relationships developed with key stakeholders.
- Improvements in commercial performance for the team.
- Contracts developed that protect the interests of London Business School.

Knowledge, Qualifications and Skills Required

- Bachelor’s degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Strong experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- In-depth knowledge of business education/specialist area (an advantage)

Resources including team management

N/A

Staff	n/a
Budgets	To be defined

Date Updated

14th October 2024